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**Cc:** 'broderick@bortz.com'[broderick@bortz.com]  
**From:** Jim Trautman[trautman@bortz.com]  
**Sent:** Fri 2/13/2015 2:09:04 PM (UTC-07:00)  
**Subject:** RE: Cable Operator Study

Sandi:

Thanks for the update, and I'm glad your family issue worked out.

This sounds like good progress. One thing I will need to check with this latest shipment is where it puts us on the WGN America surveys – to make sure we have a reasonable response rate within that subgroup. This group needs to get the most focus as we try to wrap things up.

Have a good weekend,

Jim

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**From:** Tharesearch@aol.com [mailto:Tharesearch@aol.com]  
**Sent:** Friday, February 13, 2015 1:24 PM  
**To:** trautman@bortz.com  
**Cc:** broderick@bortz.com  
**Subject:** Cable Operator Study

Hi Jim and Brian

Hope all is well there.

I wanted to let you know where we are in terms of the Cable Operator study.

First, about 2 weeks ago, I had an pretty serious family health emergency and was out of town for about 10 days. Luckily things are turning out okay for which I am very grateful. Needless to say, I'm in catch up mode right now.

However, we're going to be sending you a shipment today with about 30 more completes.

In terms of the Telco's, as has been in the past, the majority of them are either customer service lines, or disconnects that can't be used. I'm going to send a list of which ones they are.

That being said, we do have some usable ones and have completed a couple of them.

The respondents for these areas are very hesitant about cooperating. A couple have talked about completing the survey if we can "just put their initials". Especially with AT&T where it's against company policy to do surveys.

We'll keep you posted.

Let me know if you have any questions.

Sandi